

Tempe Fire Department Policies and Procedures
Administrative Clerk I/II
410.02T
Rev 7-13-94

DEFINITION

To perform a wide variety of general clerical duties as required in assigned department.

DISTINGUISHING CHARACTERISTICS

Administrative Clerk I - This is the entry level class in the Administrative Clerk series. This class is distinguished from the Administrative Clerk II by the performance of the more routine tasks and duties assigned to positions within the series including duties performed according to established procedures with changes in procedures or exceptions to rules explained in detail as they arise. Since this class can be used as a training class, employees may have only limited or no directly related work experience.

Administrative Clerk II - This is the full journey level class within the Administrative Clerk series. Employees within this class are distinguished from the Administrative Clerk I by the performance of the full range of duties as assigned including duties requiring the interpretation of general City procedures as well as interpretation of departmental policies and procedures. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, require prior clerical experience.

SUPERVISION RECEIVED AND EXERCISED

Administrative Clerk I - Receives immediate supervision from management, professional, technical, or higher level secretarial positions.

Administrative Clerk II - Receives general supervision from management, professional, technical, or higher level secretarial positions.

May exercise functional and technical supervision over lower level clerical staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Type and proofread a wide variety of documents including general correspondence, agendas, reports, memos, and statistical charts from rough draft, dictaphone recordings, forms, copy, notes, transcribing machine recordings, or verbal instruction.
- Perform a wide variety of routine clerical work including filing, billing, checking, and recording information on records.
- Act as a receptionist; answer the telephone and wait on the general public, providing general information on departmental and City policies and procedures as required; refer calls to appropriate department personnel.
- Prepare information and data for statistical and financial reports; maintain a variety of statistical records; check and tabulate basic statistical data; prepare simple statistical reports.

- Perform record keeping for various funds and expenditures.
- Maintain inventory records; process purchase requisitions; maintain purchase records; resolve errors in orders received and invoices.
- Operate adding machine and other office equipment.
- Sort and file document and records, maintaining alphabetical, index, and cross-reference files.
- Receive, sort, and distribute incoming and outgoing correspondence.
- Issue, receive, type, and process various applications, permits, and other forms.
- May receive incoming telephone and voice radio calls, secure, and record information and use voice radio to dispatch necessary City services; keep radio contact with City units.
- May maintain petty cash fund; accept payment fees; maintain and process cash records.
- May enter data and information into computer.

QUALIFICATIONS

Administrative Clerk I -

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Business letter writing and report preparation.
- Principle and procedures of record keeping.

Ability to:

- Learn to operate modern office machines.
- Learn and correctly interpret and apply the policies and procedures of the program or function to which assigned.
- Learn office methods, rules and policies including receptionist techniques.
- Perform routine clerical work.
- Type at speed necessary for adequate job performance.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is

qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some general clerical experience is desirable.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.

Administrative Clerk II - In addition to the qualifications for Administrative Clerk I:

Knowledge of:

- Organizational, procedures, and operating details of City government.
- Modern office methods, practices, procedures, and computer equipment.
- Basic word processing methods, techniques, and programs.
- Correctly interpret and apply the policies and procedures of the function to which assigned.

Ability to:

- Perform general clerical work including maintenance of appropriate records and compiling information for reports under minimal supervision.
- Work courteously with the general public on the telephone or in person.
- Operate a variety of office equipment including a word processor and/or computer terminal.
- Understand and carry out oral and written directions.
- Perform simple mathematical calculations.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of general clerical experience including public contact.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized clerical training is desirable.